

**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA
COMMISSION DIRECTIVE**

ADMINISTRATIVE MATTER

☐

DATE

March 06, 2019

MOTOR CARRIER MATTER

☐

DOCKET NO.

2019-80-E

UTILITIES MATTER

☒

ORDER NO.

2019-174

THIS DIRECTIVE SHALL SERVE AS THE COMMISSION'S ORDER ON THIS ISSUE.

SUBJECT:

DOCKET NO. 2019-80-E - Mamie Jackson, Complainant/Petitioner v. South Carolina Electric & Gas Company and the Office of Regulatory Staff, Defendant/Respondent (Complaint Available for Viewing upon Written Request) - Staff Presents for Commission Consideration the Office of Regulatory Staff's Report Related to Disconnected Service.

COMMISSION ACTION:

On February 27th, this Commission requested that ORS provide a report concerning whether or not SCE&G disconnected service at 227 Lakeside Avenue in violation of Commission Rules and Regulations. After investigation, ORS provided its report on March 4th, providing its assessment that "because service was disconnected prior to receipt of the complaint, it does not appear that S.C. Code Ann. Regs. § 103-345 was violated." Further, ORS reports that its investigation indicated that SCE&G disconnected service from 227 Lakeside Avenue on February 20, 2019, subsequent to the death of the account holder and a February 19, 2019, request from a family member of the deceased that service be disconnected. According to ORS records, Ms. Jackson contacted ORS and filed a complaint with it on February 21, 2019.

Although Ms. Jackson is not the account holder and the complaint was received after service was disconnected, ORS also reports that Ms. Jackson was informed that she could apply to establish service in her own account. Additionally, SCE&G informed ORS that it will require proof of ownership, and not a lease agreement, before it will return service. ORS recommends that SCE&G be given the opportunity to respond regarding its actions.

We agree that more information from the utility is necessary to fully understand its position, especially in regard to its apparent requirement that a lease agreement is not sufficient for establishing service in the complainant's name. I move that SCE&G provide such a report by March 13, 2019.

PRESIDING: RandallSESSION: Regular

TIME: 2:00 p.m.

	MOTION	YES	NO	OTHER
BELSER	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
ERVIN	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
HAMILTON	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>Absent</u> Sick Leave
HOWARD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

RANDALL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WHITFIELD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WILLIAMS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

(SEAL)



RECORDED BY: J. Schmieding